

## **Levels of Need Case Examples**

Every family will have different needs and should be assessed to make sure the most appropriate help is offered for their particular circumstances. The following case studies show the range of responses and support available when responding to a family's needs.

**For each case study, determine which level of support is required?**

- **Universal**
- **Early Help**
- **Targeted Help**
- **Specialist: Child in Need/Child Protection/Child Looked After?**

**The Effective Family Resilience 2020 document, pp.9-16 provides additional information which will assist with this.**

### **Sophie**

Sophie is 22 years old and she lives with Billy, her partner who is 33 years old, and their three children: Bethany, three years old, Lucas, two years old and Jack, who is four months old. Sophie has told her Health Visitor that she has little support from her family in helping her care for the children. Sophie's days are filled with meeting the needs of her children throughout the day. She says she feels isolated and she struggles to go out with the children on her own as she worries that one of the older children may run off and she won't be able to run after them without leaving the other two alone. Her third pregnancy was unplanned. Sophie is struggling to manage Bethany's behaviour, as she constantly demands attention, especially when she is trying to feed Jack.

Billy works shifts in a low paid job and he is often out of the house for 12 hour periods and sometimes he needs to sleep during the day. Billy says this can prove difficult for him if the children are 'playing up'. Billy does his share of household tasks and has offered to care for the children if Sophie wants to go out and meet with friends but she has not taken him up on this offer.

Bethany attends pre-school in the mornings. Over the past few months Bethany has been late once or twice a week. The Health Visitor is concerned that Bethany's speech is noticeably delayed. Sophie says Lucas has always been a placid child, however, over the past few weeks he has had several temper tantrums. She is uncertain if this is because Lucas may now be going through the "terrible twos", or whether it is because of the home situation.

Jack currently sleeps in his parent's room in a cot and there is damp in the room which Sophie and Billy are worried may affect his health. Sophie and Billy have contacted the Housing Association due to their concerns about the damp in the property but there is yet to be an assessment of the housing issues and whether any remedial work needs to be undertaken.

## **Stephen**

Stephen who is 12 years old lives with his father and his three brothers Ben, 14 years, David, nine years, and Luke, eight years. Concerns arose when Stephen was taken to hospital by his Auntie who had found him in the street intoxicated. When staff in the Accident and Emergency department spoke to Stephen refused to go home and said that his dad had hit him. Auntie also shared her concerns with staff and said that her brother had stopped all contact with her several months ago as she had raised concerns with him about the home conditions. Because of their concerns, A and E staff telephoned the Referral and Assessment Team who checked their records to establish the family history.

## **Maddison**

When Maddison was first introduced to youth services support when she was 14 and her attendance at school was less than 40%, she had been in trouble with the Police, had needed to change schools because of her behaviour, was regularly going missing and had been referred to Children's Social Care several times in the preceding year - the family felt as though they were at breaking point. Professionals had tried many different approaches to support Maddison and her family and nothing seemed to be helping, in fact the risks she was facing were increasing.

## **Tim**

Tim is an eight year pupil at a primary school and appears to be doing well and the school have no concerns about him. However, recently Tim's mum spoke to the Head Teacher because she is worried about Tim. Tim's mum said she is struggling to get Tim up for school in the morning. Initially, she thought that this was because he was being lazy; however, recently Tim has told her that another pupil at the school had started to call him names because his dad is disabled and uses a wheelchair. Mum asked the school for help in giving her some ideas about how to encourage Tim to get into school in the morning and to deal with the issue of the name-calling. Tim has asked his mum not to talk to school about this issue as he is worried that he might get bullied for telling tales.